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|--------------------------------|-------------------------|-----------------------------|---|-----------------------------|--|
| Job Title: | Monitoring Technician I | | | Job Code: | AB003 |
| Division: | BioTel Heart | Work Location: | Choose an item. | FLSA Classification: | <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt |
| Department: | Wireless Monitoring | Management Position: | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Position Type: | <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary <input type="checkbox"/> Contractor |
| Hours Of Work Per Week: | 40 Hours | | | Travel Required: | 0% |

Overall Job Summary:

- Receives, analyzes and processes ECG transmissions/events through the Independent Diagnostic Testing Facility (IDTF) software program(s), provides technical analysis of ECG data supporting the IDTF in the completion of processing events.

Essential Duties/Responsibilities (*The Americans with Disabilities Act (ADA) requires employers to focus on the essential functions of a position to determine whether an individual is qualified. Essential job functions are the fundamental job duties that an applicant or employee must be able to perform, with or without reasonable accommodation*)

- Stay up-to-date on developing clinical knowledge, specifically ECG rhythm interpretation
- Review ECG recordings and related algorithm findings for clinical accuracy/completeness and evaluate ECG for notification criteria and document actions
- Utilize the Review feature for all questionable heart rhythms that require higher level review
- Escalate ECG abnormalities according to MSA and physician notification protocol
- Ensure quality assurance of work analyzed and processed
- Meet performance productivity standards of position
- Follow all company and departmental policies and procedures

Other Duties/Responsibilities (list other performed duties)

- Perform other duties and responsibilities as assigned

Education and Experience Requirements

- Education:** High School Diploma or General Educational Development (GED)
- Relevant Work Experience:** 6 months related experience
- Licenses/Certifications:** Active CRAT/CCT certification or RN or Paramedic/EMT with current ACLS

Required Knowledge, Skills, and Abilities:

- Knowledge/Abilities –Technical Skills:**
 - Proficiency using a computer and Microsoft Office (Word, Excel, and Outlook); comfortable using telephone and computer to perform job responsibilities; knowledge of medical terminology specific to cardiac/cardiology
 - Successful completion of BioTel Heart ECG analysis training program or comparable external training program
- Communication Skills (Verbal/Written):** Strong verbal and written communication skills; ability to thrive in a fast-paced call center environment
- Management/Leadership Skills:** Patience, Empathy, Active listening, Reliability, Dependability, Positivity, Flexibility, Timely communication
- Customer Service:**
 - Demonstrate strong customer service and interpersonal skills; positive attitude and team player
 - WECARE – BioTelemetry based customer centric program
- Other:** Strong attention to detail and high level of accuracy; ability to identify problems, collect data, establish facts, and draw valid conclusions

Job Description

Effective Date:8/4/2020

Version:2.0



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| Working Conditions/Physical Job Requirements (check one of the two boxes): | | | |
| <input checked="" type="checkbox"/> Office environment/no specific or unusual physical demands/requirements/exposures | | | |
| <input type="checkbox"/> Specific physical requirements and/or exposures – Review list and provide details | | | |
| (check all that apply and explain further in "Additional Information" space below): | | | |
| <input type="checkbox"/> Sitting <input type="checkbox"/> Standing <input type="checkbox"/> Seeing <input type="checkbox"/> Hearing <input type="checkbox"/> Speaking <input type="checkbox"/> Writing <input type="checkbox"/> Driving <input type="checkbox"/> Lifting <input type="checkbox"/> Carrying <input type="checkbox"/> Pushing <input type="checkbox"/> Pulling <input type="checkbox"/> Walking <input type="checkbox"/> Climbing <input type="checkbox"/> Reaching <input type="checkbox"/> Bending <input type="checkbox"/> Stooping <input type="checkbox"/> Kneeling <input type="checkbox"/> Other | | | |
| Additional Information: | | | |
| <p><i>EEO/AAP - Biotelemetry provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state or federal law.</i></p> <p><i>NOTE: This job description is not intended to cover or contain a complete listing of all duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.</i></p> | | | |
| Approvals: | | | |
| Functional Area | Human Resources | Name, Title | Stephanie Anne Martin, Compensation Manager |
| Functional Area | Choose an item. | Name, Title | |
| Functional Area | Choose an item. | Name, Title | |
| Functional Area | Choose an item. | Name, Title | |
| History of Document Revisions | | | |
| Version: | Description of Revisions: | Date of Revision: | Name: |
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